



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES

Health and Recovery Services Administration

626 8th Avenue, SE • P.O. Box 45502

Olympia, Washington 98504-5502

December 4, 2009

Dear Provider,

In recent weeks the state's major provider associations, individual providers and stakeholders have expressed concern that providers have not had enough opportunity to fully test with ProviderOne, the state's new Medicaid payment system. The Department of Social and Health Services (DSHS) agrees additional testing opportunities are needed and has acquired additional federal funding to provide expanded provider readiness testing and technical support services. DSHS urges providers to take advantage of this opportunity to ensure continuity of payment.

Expanded Testing Opportunities

All providers will have the opportunity to participate in this expanded testing opportunity as follows:

1. Expanded Testing for three (3) months *before* go live
2. Expanded Testing for one (1) month immediately *after* go live
3. Limited HIPAA format or electronic data interchange (EDI) testing throughout ProviderOne operations

DSHS strongly urges all providers to participate in the initial 3-month testing period to verify your ability to submit claims that comply with the new ProviderOne billing requirements before go live. The new ProviderOne billing requirements include:

1. *National Provider Identifier (NPI)* instead of current 7-digit Medicaid provider ID;
2. *New ProviderOne client identifier* instead of current Patient Identifier Code (PIC); and
3. *New federal Taxonomy codes* designating provider type, specialty and sub-specialty.

Claims that do not comply with new ProviderOne requirements will deny. Today, approximately 30% of DSHS claims deny due to billing errors. Based on other states' experience, denial rates after implementation of a new payment system typically *double* until providers adjust to the new billing requirements. We would like to mitigate potentially high denial rates in Washington through this enhanced testing period. Please take advantage of the new testing period to ensure continuity of payments providers and continuity of services for clients.

Testing and Go Live Schedule

The new expanded testing environment will be available no later than **January 4, 2010**, and based on approved funding for additional testing, DSHS anticipates implementation of ProviderOne in an early April timeframe.

Pre-Requisites for Expanded Testing

We encourage all providers to complete prerequisite activities (if you haven't already) for testing before early January so you can realize the full potential of the 3-month testing window. The prerequisite activities include the following:

Pre-Requisite Step	Link for Additional Information
1. Obtain security – user name and password for ProviderOne users	http://hrsa.dshs.wa.gov/ProviderOne/Security.htm
2. Complete registration – verify NPI, taxonomy and other converted data	http://hrsa.dshs.wa.gov/ProviderOne/Registration.htm
3. Complete HIPAA format testing (electronic submitters only) – to ensure HIPAA claims pass the EDI gateway	http://hrsa.dshs.wa.gov/providerone/HIPAAtesting.htm

Features of Expanded Testing Environment

To assist providers with a “production like” experience, the expanded testing environment will include the following:

1. **Claims history:** Paid/denied claims for 14 months from September 2008 to November 2009;
2. **Client data:** Updated daily from ACES (state eligibility system);
3. **HIPAA Transactions:** 837/835, 270/271, 275/276, 277-U, 834/820 and encounters;
4. **Direct Data Entry (DDE):** Keying in claims and eligibility verification, and claims status inquiry directly in ProviderOne web application (similar to WaMedWeb);
5. **Correspondence:** Searchable Remittance Advice (RA) and Encounter Transaction Response Report (ETRR) in pdf format. RAs and ETRRs will be generated twice weekly; and
6. **Managed Care:** 834/820 and encounters, including Service Based Enhancements (SBEs) for deliveries and enhanced enrollment/premium activity related to FQHC/RHCs.

You will receive more detailed testing instructions in **mid-December 2009**.

Expanded Technical Support

Along with expanded testing, DSHS will use the approved federal funding to staff a *live* ProviderOne helpdesk **beginning January 4, 2010**. As many providers are aware, DSHS was unable to keep up with increased call volumes related to ProviderOne earlier this fall. To reach the helpdesk call **1-800-562-3022**, option **2** for provider and option **4** for ProviderOne.

Thank you for your patience and cooperation during this large undertaking. By working together, we are confident we can meet our shared goals.

Sincerely,



John Anderson,
ProviderOne Project Manager